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REMARKS

The application has been reviewed in light of the final Office Action dated April 15, 2008. Claims 1-46 and 49-52 are pending, with claims 47 and 48 having previously been canceled, without prejudice or disclaimer. By this Amendment, independent claims 1, 5, 9, 12, 15, 20, 23, 28, 31, 35 and 39 have been amended to conform them with independent claim 49. Applicant submits that such claim amendments do not introduce new matter or new issues, but rather merely conform independent claims 1, 5, 9, 12, 15, 20, 23, 28, 31, 35 and 39 with independent claim 49. Accordingly, entry of this Amendment is requested. Claims 1-46 and 49-52 would remain pending upon entry of this Amendment, with claims 1, 5, 9, 12, 15, 20, 23, 28, 31, 35, 39 and 49 being in independent form.

Claims 1-46 and 49-52 were rejected under 35 U.S.C. § 103(a) as purportedly unpatentable over U.S. Patent No. 6,665,425 to Sampath et al. in view of U.S. Patent No. 6,181,886 to Hockey et al. and further in view of U.S. Patent No. 6,785,015 to Smith et al.

Applicant has carefully considered the Examiner's comments and the cited art, and respectfully submits that independent claims 1, 5, 9, 12, 15, 20, 23, 28, 31, 35, 39 and 49 are patentable over the cited art, for at least the following reasons.

The present application relates to an improved approach devised by applicant for ensuring that a manager who supervises a communications terminal apparatus or image forming apparatus is apprised when consumables or servicing are needed for the apparatus. For example, in the communications terminal apparatus of claim 49, a controller sends automatically a request for supplying consumable product to the manager using a registered electronic communications address of the manager, and the request sent automatically (i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic

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communications address of the service depot to which the order form is to be sent. Independent claims 1, 5, 9, 12, 15, 20, 23, 28, 31, 35 and 39 include similar features as well as other features.

None of the cited references discloses or suggests automatically sending a request for supplying consumable product to the manager, that (i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic communications address of the service depot to which the order form is to be sent.

Sampath, as understood by Applicant, proposes a system for automated diagnosis, prediction and remediation of failures in document processing systems based on image quality defect analysis and machine/device data analysis by the system.

Sampath, as acknowledged in the Office Action, does not disclose or suggest a communications terminal apparatus supervised by a manager who contacts a service provider when servicing is required, wherein a controller sends automatically a request for supplying consumable product to the manager using a registered electronic communications address of the manager, the request sent automatically including said identification of said apparatus, said specification of said consumable product, and said identification of said service depot.

Further, Sampath, like the other cited references, does not disclose or suggest automatically sending a request for supplying consumable product to the manager, that *(i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic communications address of the service depot to which the order form is to be sent.*

Hockey, as understood by Applicant, proposes a system for collecting used toner in an electrostatographic recording system, and monitoring the collection of the used toner.

Hockey, column 1, line 58 through column 2, line 3, and column 6, lines 49-65 (reproduced below), was cited in the Office Action:

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... a controller for tracking a first accumulated driver operating on-time and being programmed to compare the first accumulated operating on-time with a first pre-programmed value for determining when the container is to be emptied or to be replaced and providing a signal to indicate that the container is full or to be emptied or to be replaced. The *signal to indicate that the container is full or to be emptied or to be replaced* may enable a display to indicate to the operator such a condition exists or may set a flag or other signal in memory that can be accessed by a service person either at the machine or remotely. The *signal may be used to generate a phone call via a modem to a service person.*

... Any toner remaining on the photoconductor after transfer is cleaned from the photoconductor via the cleaning subsystem and transported to the collection bottle. Through testing, a relationship can be determined between the amount of toner collected by the cleaning subsystem, and the amount of toner delivered from the replenisher. For a given amount of replenishment motor on-time, it can be determined how much longer the replenishment motor can be on until the cleaning subsystem's collection bottle is full. *Incremental warnings can be logged to the machine, service person and/or the customer to identify the state of the collection bottle.* Eventually, when the bottle is determined to be full, the machine can display a message to notify the service person, or the machine can notify the service person directly, if the machine is so equipped. Once the bottle has been emptied, a software reset is performed and the replenishment on-time counter begins from zero.

Thus, Hockey proposes that notifications of status can be transmitted to a service person and/or customer.

However, Hockey, like the other cited references, does not disclose or suggest automatically sending a request for supplying consumable product to the manager, that *(i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic communications address of the service depot to which the order form is to be sent.*

Smith, as understood by Applicant, proposes a computer system wherein workstations and a peripheral communicate over a network via e-mail, such as to communicate commands and requests to control access to status and reconfiguration of the peripheral, establish subscriptions to status of the peripheral, and invoke reconfiguration of the peripheral.

Smith, column 15, lines 5-30 (reproduced below), was cited in the Office Action:

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Prior to performing method 510, a system manager may configure a peripheral for being monitored or maintained by any user or other process. Initialization may include (a) defining access control codes for use with this peripheral; (b) defining roles for groups of users and the access control codes appropriate for each role; (c) assigning roles or access control codes to each user (e.g., by username, email address, etc. as discussed above) expected to be interested in subscribing to status from this peripheral; (d) defining aliases (e.g., mailing lists); (e) *specifying the contents of various reports and the role or access control code prerequisites for reviewing each one*; and (f) entering subscriptions for reports associated with managing the peripheral, (e.g., *notification of low consumable quantities directed to consumable suppliers; notification of hard error conditions directed to parts suppliers and service personnel*; notification of network related emergency conditions to network service personnel; notification of network related busy conditions to network management personnel; and notification of media low and various environmental abnormalities to co-located site support). Initialization may be accomplished by network communication as discussed above. For example, the system manager may form one or more messages containing commands (e.g., CONFIG, SETACL, SETALIAS, APPOINT, PERMIT, and BATCH, as discussed above) and send these messages by email to the email address of the peripheral.

Thus, Smith proposes that a system manager can configure the peripheral equipment to generate reports of specified content and send notifications to suppliers and service personnel.

However, Smith, like the other cited references, does not disclose or suggest automatically sending a request for supplying consumable product to the manager, that *(i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic communications address of the service depot to which the order form is to be sent*.

Applicant submits that the cited references, even when considered along with common sense and common knowledge, do not render obvious an approach for ordering a consumable product for a communications terminal apparatus supervised by a manager who contacts a service provider when servicing is required, including sending automatically a request for supplying consumable product to the manager using a registered electronic communications address of the manager, that (i) includes an order form for sending to the service depot to order the consumable product and (ii) identifies the registered electronic communications address of the service depot to which the order form is to be

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sent. Accordingly, applicant respectfully submits that independent claims 1, 9, 15, 23, 31, 39 and 49, and the claims depending therefrom, are patentable over the cited art.

Likewise, the cited art simply does not render obvious an approach for ordering a repair service on a communications terminal apparatus supervised by a manager who contacts a service depot when servicing is required, including sending a request for the repair service to said manager and said service depot automatically using the respectively registered electronic communications addresses, the request sent automatically to said manager (i) including an order form for ordering said repair service and (ii) identifying the registered electronic communications address of the service depot. Accordingly, Applicant respectfully submits that independent claims 5, 12, 20, 28 and 35, and the claims depending therefrom, are patentable over the cited art.

In view of the remarks hereinabove, Applicant submits that the application is in condition for allowance, and earnestly solicits the allowance of the application.

If a petition for an extension of time is required to make this response timely, this paper should be considered to be such a petition. The Patent Office is hereby authorized to charge any fees that may be required in connection with this amendment to our Deposit Account No. 03-3125.

If a telephone interview could advance the prosecution of this application, the Examiner is respectfully requested to call the undersigned attorney.

Respectfully submitted,



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